

Governor's Workforce Investment Division Policy No. 5-00, Change 1

Subject: West Virginia's Individual Training Account (ITA) System under WIA

Effective Date: June 18, 2003

Purpose: To provide guidance on West Virginia's statewide ITA (voucher) system that will be used initially to meet the requirements of the Workforce Investment Act. Vouchers will be used in the WORKFORCE West Virginia system for customers supported by WIA funds to purchase training services from training vendors on the statewide service provider list.

References: The Workforce Investment Act, Sections 101,122,134,181,195 Federal Register, Volume 64, and no.37/February 25,1999: USDOL, 20 CFR Part 663, Subparts C-E; and Sections 667.268-.667-275.

Background: The Workforce Investment Act of 1998 packaged a set of provisions that were intended to empower adults and dislocated workers to make informed choices on the training opportunities. Utilizing a set of tools including the certified training provider list and consumer reports, the ITA, or voucher gives adult customers the option to choose qualified training institutions that might best meet their needs.

Policy: The ITA system and decision-making by staff and customers should be supported by an effective case management system and good documentation in individual employment plans. Each WORKFORCE West Virginia comprehensive One-Stop Center must serve as a key access point for individual training accounts (ITAs) for Title 1 training activities. The Governor's Workforce Investment Division will be responsible for the development of a consumer report system and the statewide eligible training provider system in support of the local ITA process. The WORKFORCE West Virginia One-Stop operating system will house internet based consumer report and eligible training provider modules.

The following points should help guide local ITA development:

- ITAs are used only to procure training services from certified training providers.
- ITAs should be used to help support occupations in demand in the local area or have the economic outlook for growth and future demand.
- Local boards should establish voucher amounts and related support service rates after careful analysis of the local, regional and statewide training offerings, costs, and historical considerations. The goal is to ensure voucher caps are sufficient to provide appropriate choices and options for customers, while ensuring wise and prudent use of WIA funds and other funds that support the local workforce development system.
- Knowledgeable staff in One-Stop Centers must be available to assist customers to make informed choices about their career development strategies.

- Exceptions to the use of vouchers for training services include: on-the-job training; customized training; insufficient providers provisions under WIA; and training for special population provisions under WIA.
- Guidelines for the insufficient provider and special population training provisions in the law will be part of the final local plan instructions to be available beginning in July, 2000.

Action: The guidelines for the processing and tracking of vouchers are attached. Please refer questions and comments concerning voucher processing and tracking to:

Manager, Administrative & Business
Support Services
Governor's Workforce Investment Division
Capitol Complex, Building 6, Room 617
Charleston, WV 25305
Telephone: (304) 558-7024

Expiration: Effective until rescinded or modified by the West Virginia Workforce Investment Council.